

**Amendment To The Claims**

Please amend the claims as follows:

1 -15. (canceled)

16. (currently amended) A method for performing work flow balancing of a carrier system using a computer to determine and offer targeted incentives-dynamic pricing to at least one customer of the carrier system using a carrier information system having feedback-comprising:

determining capacity in the carrier system at a designated time period by using the computer to process capacity data;

obtaining customer usage and customer data using the computer;

determining whether offering an incentive is desired;

identifying determining whether at the at least one customer to receive is eligible for the incentive dynamic pricing using the computer;

when the capacity of the carrier system is underutilized during the designated time period, offering decreased pricing to the at least one customer to use the carrier system during the designated time period by using the computer to update a rate database maintained by the carrier system for the customer and reserving capacity in the carrier system for the at least one customer using the computer;

when the capacity of the carrier system is over utilized, offering increased pricing to the at least one customer to use the carrier system during the designated time period by using the computer to update a rate database maintained by the carrier system for the customer; offering the customer the incentive by updating a rate database maintained by the carrier information system for the customer;

obtaining incentive-dynamic pricing related usage data using the computer;

analyzing the incentive-dynamic pricing related usage data using the computer;

-determining effectivity of the dynamic pricing incentive using the computer;

determining whether to modify the dynamic pricing incentive using the computer based on the effectivity of the the dynamic pricing incentive; and

modifying the dynamic pricing incentive by using the computer to updateing the at least one customer's rate database.

17. (original) The method of claim 16 wherein:

the customer usage data is obtained from a mailing machine.

18-19. (canceled)

20. (currently amended) The method of claim 16 wherein:

determining the capacity in the carrier system ~~whether an incentive is desired~~ includes, analyzing real-time usage data of the carrier system, historical usage data, analyzing partial period usage data, and forecasting capacity demands ~~and targeting at least one customer likely to require the applicable mailing services to be discounted.~~

21. (New) The method of claim 16 wherein:

determining the capacity in the carrier system includes considering labor costs of the carrier system.

22. (New) The method of claim 16 wherein:

reserving capacity in the carrier system includes oversubscribing the carrier system.

23. (New) The method of claim 16 wherein:

reserving capacity in the carrier system requires the customer to use the carrier system by a predetermined time.

24. (New) The method of claim 16 wherein:

reserving capacity in the carrier system includes offering the at least one customer a binding reservation of capacity.

25. (New) The method of claim 16 wherein:

the decreased pricing requires the customer to use a predetermined intake station of the carrier system.

26. (New) The method of claim 16 wherein:

the capacity of the carrier system is further determined by considering a mandatory capacity level of the carrier system.

27. (New) A system for performing work flow balancing of a carrier system comprising:

- a processor;

- a storage device connected to the processor;

- the storage device storing a logic program;

- the processor operative with the logic program to perform:

  - determining and offering dynamic pricing to at least one customer of the carrier system;

    - determining the capacity in the carrier system at a designated time period;

    - obtaining customer usage and customer data;

    - identifying the at least one customer to receive the dynamic pricing;

    - when the capacity of the carrier system is underutilized during the designated time period, offering decreased pricing to the at least one customer to use the carrier system during the designated time period by updating a rate database maintained by the carrier system for the customer and reserving capacity in the carrier system for the at least one customer;

    - when the capacity of the carrier system is over utilized, offering increased pricing to the at least one customer to use the carrier system during the designated time period by updating a rate database maintained by the carrier system for the customer;

    - obtaining dynamic pricing related usage data;

    - analyzing the dynamic pricing related usage data;

    - determining effectivity of the dynamic pricing;

determining whether to modify the dynamic pricing based on the effectivity of the dynamic pricing; and  
modifying the dynamic pricing by updating the at least one customer's rate database.

28. (New) The system of claim 27 wherein:

determining the capacity in the carrier system includes, analyzing real-time usage data of the carrier system, historical usage data, analyzing partial period usage data, and forecasting capacity demands.

29. (New) The system of claim 27 wherein:

determining the capacity in the carrier system includes considering labor costs of the carrier system.

30. (New) The system of claim 27 wherein:

reserving capacity in the carrier system includes oversubscribing the carrier system.

31. (New) The system of claim 27 wherein:

reserving capacity in the carrier system requires the customer to use the carrier system by a predetermined time.

32. (New) The system of claim 27 wherein:

reserving capacity in the carrier system includes offering the at least one customer a binding reservation of capacity.

33. (New) The system of claim 27 wherein:

the decreased pricing requires the customer to use a predetermined intake station of the carrier system.

34. (New) The system of claim 27 wherein:

the capacity of the carrier system is further determined by considering a mandatory capacity level of the carrier system.